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## FEATURE DESCRIPTIONS

**CALL TRANSFER** – Allows incoming calls to be transferred to another Edwards AFB number.

**3-WAY CONFERENCE** – Allows you to establish a three-way conference with either an incoming call or two calls you originate.

**LAST NUMBER REDIAL** – The Last Number Redial feature allows you to redial your last called number.

**CALL PARK** – Places a call in a parked state so that it can be retrieved from another telephone.

**CALL PICK-UP** – Allows you to answer incoming calls to another telephone in your office. The ringing station must be a member of your call pick-up group in order to answer the incoming call with this feature.

**RING AGAIN** – When you are making a call and encounter a busy signal, this feature will cause the switch to notify you when the number is free by sending a distinctive ring to your phone. When you pick up the receiver the switch will redial the number called.

**SPEED CALL** – Allows you to place internal or external calls by dialing a programmed one-digit code.

**CONFERENCE** – This feature will allow you to initiate a conference call for up to 6 parties.

**DIRECTED CALL PICK-UP** – Allows you to answer a call that is ringing on any line.

**CALL HOLD** – This feature allows the user to hold one call until either party goes on-hook. With one call on hold the user can place another call.

**MALICIOUS CALL HOLD** – Allows a subscriber to hold a connection on the switch on a malicious call, enabling the call to be traced back to the originating party.



## FEATURE ACTIVATION (Standard)

### **Call Transfer & Three-Way Conference**

- While on an active call, flash the hookswitch (you get a unique tone)
- Dial the five (5) digit number the call is to be transferred to
- Upon hearing the ring back the transferring station can either:
  - Hang up to complete the transfer, or...
  - Wait for an answer, and flash the hookswitch once to establish a three-way conference

### **Call Forward**

- Pick up the handset, and dial the feature code desired:
  - \*70 – Call Forward All Calls
  - \*71 – Call Forward Busy
  - \*73 – Call Forward Don't Answer
- Dial the 5-digit number you wish your calls forwarded to
- Hang up when you hear a confirmation tone

### **Remove Call Forward**

- Pick up the handset, and dial the feature code desired:
  - #70 – Call Forward All Calls - Cancel
  - #71 – Call Forward Busy - Cancel
  - #73 – Call Forward Don't Answer - Cancel
- Hang up when you hear a confirmation tone

### **Last Number Redial**

- Pick up the handset
- Dial \*88 or ##
- The last number dialed will be automatically redialed

### **Ring Again**

After encountering a busy signal:

- Flash the hookswitch (you get a unique tone)
- Dial the Ring Again feature code - \*78
- Hang up after hearing a confirmation tone
- When the busy station becomes idle, you will receive special ringing. When you lift the handset, the system will automatically dial the station.
- To cancel Ring Again feature, lift the handset and dial the feature code - \*78

### **Call Hold (For phones WITHOUT a "Hold" button)**

While on an active call:

- Flash the hookswitch (you get a unique tone)
- Dial the Call Hold feature code - \*75 and hang up

To retrieve a held call

- Pick up the handset
- Dial the Call Hold feature code - #75, you will be reconnected to the call

## FEATURE ACTIVATION (Optional)

### **\* Speed Call**

To Program a Speed Call number:

- Pick up the handset
  - Dial the Speed Call Short - Program feature code - \*80
  - Dial the speed call number (0 thru 9) to be assigned
- Or
- Dial the Speed Call Long - Program feature code - \*81
  - Dial the speed call number (0 thru 69) to be assigned

Then

- Dial the number to be stored (up to 24 digits)
- Dial number sign (#), receive confirmation tone

To Use Speed Call:

- Pick up the handset
- Dial \* and the one-digit or two-digit code assigned to the number to be dialed

### **\* Conference (Up to 6 Parties)**

- Pick up the handset
- Dial the conference feature code - \*76
- Dial the first conferee
- After the conferee answers, flash the hookswitch, you get unique tone, dial \*76
- Repeat steps of hook flash, dialing conferee, and dial \*76 for each additional party
- If a conferee is busy or no answer, dial release code - #76, to drop party

### **\* Directed Call Pick-Up**

- Pick up the handset
- Dial the directed Call Pick-Up feature code - \*86, you will get unique dial tone
- Dial the number of the station you are picking up, you will be connected to the call

### **\* Call Park/Call Park Retrieve**

- To park a call, flash the hook, hear dial tone, then dial the Call Park feature code - \*85
- To retrieve the parked call from a different telephone:
  - Pick up the handset
  - Dial the Call Park Retrieve feature code - #85
  - Dial the number against which the call is parked

### **\* Call Pick-Up**

- Pick up the handset
- Dial the Call Pick-Up feature code - \*74, you are connected to the call

**\* NOTE:** An ITR, Information Technology Requirement, must be submitted by your organization's TCO to Customer Service to activate these features.